

**METHOD AND APPARATUS FOR REPRESENTING AND MANAGING
SERVICE LEVEL AGREEMENT MANAGEMENT DATA AND
RELATIONSHIPS THEREOF**

5 **Abstract**

Techniques are provided for representing and managing data and associated relationships. In one aspect of the invention, a technique for managing data associated with a given domain comprises the following steps. A specification of data attributes representing one or more types of data to be managed is maintained. Further, a
10 specification of algorithms representing one or more types of operations performable in accordance with the data attributes is maintained. Still further, a specification of relationships representing relationships between the data attributes and the algorithms is maintained. The data attribute specification, the algorithm specification and the relationship specification are maintained in a storage framework having multiple levels,
15 the multiple levels being specified based on the given domain with which the data being managed is associated. The techniques may be provided in support of service level management. In such a domain, the present invention provides techniques for representing and managing service level agreement management data using a multi-level multi-ontology metadata store and extensible service level management framework.